



Administrative Services

Office of the County Manager

TERRY M. MURPHY
DIRECTOR

DONALD G. BURNETTE
ASSISTANT DIRECTOR

CLARK COUNTY GOVERNMENT CENTER
500 S GRAND CENTRAL PKY 6TH FL
PO BOX 551712
LAS VEGAS NV 89155-1712
(702) 455-3530
FAX: (702) 455-3558

July 24, 1996

RECEIVED

JUL 25 1996

FCC MAIL ROOM

Federal Communications Commission
Office of the Secretary
1919 M Street NW
Washington, DC 20554

DOCKET FILE COPY OF ORIGINAL

In accordance with the Telecommunications Act of 1996, amended section 623(c) (47 U.S.C. 543(c)) and the Federal Communications Commission (FCC) Order and Notice of Proposed Rulemaking, CS Docket No. 96-85 (FCC 96-154), Clark County Regional Telecommunications hereby submits one original and one copy of our filing (including copies of the FCC Form 329 for each of the Regional Telecommunications Jurisdictions) pertaining to the February 1, 1996 rate increase on the cable programming services tier (CPST) of Community Cable TV, dba "Prime Cable" of Las Vegas.

Pursuant to an Interlocal Cooperative Agreement delineating responsibilities *inter alia* for consumer services and rate regulation (adopted August 4, 1994 by four jurisdictions and by the City of Henderson on May 21, 1996), Clark County Regional Telecommunications administers five franchises of Prime Cable for the following jurisdictions:

	<u>CUID</u>
Clark County	NV0015
City of Las Vegas	NV0016
Boulder City	NV0017
City of North Las Vegas	NV0040
Henderson	NV0041

The Clark County Regional Telecommunications Office hereby certifies that it has received over 50 complaints regarding this rate increase from subscribers within the CUIDs listed above who complained no later than 90 days after the February 1, 1996, rate increase on the CPST (see enclosed documentation). Also enclosed is Prime Cable's explanation of the rate increase and a sample bill reflecting the rate increase.

I also certify that Prime Cable was notified via certified U.S. mail (sent June 20, 1996) of our intention to make this filing and was provided with a draft copy thereof.

☒ A copy of Prime Cable's response is attached.

No. of Copies rec'd 012
List ABCDE

☐ I certify that Prime Cable did not respond by July 23, 1996.

COMMISSIONERS

Yvonne Atkinson Gates, Chair • Paul J. Christensen, Vice-Chairman
Jay Bingham, Lorraine Hunt, Erin Kenny, Myrna Williams, Bruce L. Woodbury
Donald L. "Pat" Shalmy, County Manager

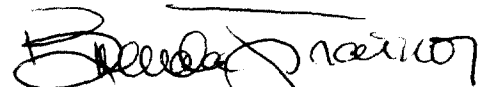
Federal Communications Commission

July 24, 1996

Page Two

Should you need additional information regarding this filing, please let me know.

Respectfully submitted,



BRENDA J. TRAINOR

Regional Telecommunications Manager

(702) 455-3530

BJT/ljc

Attachments:

FCC Forms 329

Prime Cable letter of November 30, 1995 to Clark County

Sample bill

List of complaints

Clark County letter of June 20, 1996 to Prime Cable

cc: Federal Communications Commission
Financial Analysis and Compliance Division
Attn: Gary Remondino
2033 M Street NW
Room 700S
Washington, DC 20554

PS Form 3811, Dec. 1980

● SENDER: Complete items 1, 2, 3, and 4.
Add your address in the "RETURN TO" space on reverse.

(CONSULT POSTMASTER FOR FEES)

1. The following service is requested (check one).
☐ Show to whom and date delivered —¢
☐ Show to whom, date, and address of delivery... —¢

2. ☐ **RESTRICTED DELIVERY** —¢
(The restricted delivery fee is charged in addition to the return receipt fee.)

TOTAL \$ _____

3. **ARTICLE ADDRESSED TO:**
HARRIS BASS
Prime Cable
121 S Martin Luther King Blvd

4. **TYPE OF SERVICE:** ☐ REGISTERED ☐ INSURED
☒ CERTIFIED ☐ COD
☐ EXPRESS MAIL

ARTICLE NUMBER
P463771226

(Signature of addressee or agent)
I have received the article described above.
SIGNATURE ☐ Addressee ☐ Authorized agent
(Signature)

5. **DATE OF DELIVERY** 6/21/91

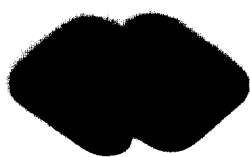
POSTMARK

6. **ADDRESSEE'S ADDRESS (Only if requested)**

7. **UNABLE TO DELIVER BECAUSE:**

7a. **EMPLOYEE'S INITIALS**

RETURN RECEIPT, REGISTERED MAIL, INSURED MAIL, AND CERTIFIED MAIL



**Clark
County**

EXPANDED OR LATE FILED

Administrative Services

Office of the County Manager

TERRY M. MURPHY
DIRECTOR

DONALD G. BURNETTE
ASSISTANT DIRECTOR

CLARK COUNTY GOVERNMENT CENTER
500 S GRAND CENTRAL PKY 8TH FL
PO BOX 551712
LAS VEGAS NV 89155-1712
(702) 455-3530
FAX: (702) 455-3558

June 20, 1996

RECEIVED
JUL 25 1996
FCC MAIL ROOM

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Harris Bass
Community Cable TV dba Prime Cable
Vice-President and General Manager
121 South Martin Luther King Blvd.
Las Vegas, NV 89106

Dear Mr. Bass:

In accordance with the Telecommunications Act of 1996, amended section 623(c) (47 U.S.C. 543(c)) and the Federal Communications Commission (FCC) Order and Notice of Proposed Rulemaking, CS Docket No. 96-85 (FCC 96-154), enclosed is the draft filing to the FCC (including copies of the FCC Form 329 for each of the Regional Telecommunications Jurisdictions) pertaining to your February 1, 1996 rate increase on the cable programming services tier. The filing includes a list of subscribers who complained no later than ninety days after the rate increase as amended pursuant to a meeting with Steve Schorr and Jerry Lambert on June 19, 1996.

Under the interim rules adopted by the FCC, you have thirty days to provide a rate justification on the appropriate FCC form or, alternatively, a certification that you are not subject to rate regulation. This office should be provided with no less than five copies of any submission you choose to make. If you choose not to provide any information in response to this request by the close of business on July 23, 1996, it is my intention to certify to the FCC on July 24, 1996 that you failed to file the appropriate information within the specified time period, and request that the FCC act upon the filing as submitted.

Thank you in advance for your cooperation.

Sincerely,

BRENDA J. TRAINOR
Regional Telecommunications Manager

BJT/ljc
Attachment

COMMISSIONERS

Yvonne Atkinson Gates, Chair • Paul J. Christensen, Vice-Chairman
Jay Bingham, Lorraine Hunt, Erin Kenny, Myrna Williams, Bruce L. Woodbury
Donald L. "Pat" Shelmy, County Manager

FCC FORM 329
CABLE PROGRAMMING SERVICES RATE COMPLAINT FORM
PLEASE READ THE INSTRUCTIONS PRIOR TO COMPLETING THIS FORM

All of the requested information must be provided to enable us to consider the complaint. Incomplete filings cannot be processed and will be returned.

Franchise Authority Name: Clark County, Regional Cable Manager
Street Address: 500 S. Grand Central Parkway, 6th Floor
City Las Vegas **State** NV **Zip Code** 89155
Phone Number: (702) 455-3530

Cable System Name: Community Cable TV, dba Prime Cable
Street Address: 121 S. Martin Luther King Blvd.
City Las Vegas **State** NV **Zip Code** 89106
Phone Number: 702/383-4000

FCC community unit identifier number for cable system. N V 0 0 1 5

Subscriber complaints regarding a rate increase to the cable programming services tier(s) were received by the local franchise authority within 90 days of the effective date of the increase. YES NO
(If no, the complaint cannot be filed.)

Specify in detail the cable programming services tier being complained about:
Standard Basic Service (see enclosed description of changes from Prime Cable).

The complaints referred to indicate the following increase(s):

Current rate: \$ 16.58 **Prior rate:** \$ 14.98
Effective date of increase: Feb 1, 1996 (month, day, year)

Were any channels added to or dropped from the cable programming services tier concurrent with the increase in the rate? YES NO

Indicate the number of channels added: 2

Indicate the number of channels dropped: 2

PAGE 2 - FCC FORM 329

CERTIFICATIONS:

By signing this form the local franchise authority certifies to the FCC that, to the best of its knowledge and belief, the following is true and correct:

- 1) The local franchise authority has received subscriber complaints in accordance with the Commission's rules regarding a rate increase to the cable programming services tier(s) provided by the cable system within 90 days of the date of the increase first appearing on the subscriber's cable bill.
- 2) Consistent with the requirements of this form, the cable system was provided a draft copy of this form by certified mail and given a minimum of 30 days from that date to give the local franchise authority a rate justification on the appropriate FCC Form or, alternatively, a certification that it is not subject to rate regulation.
- 3) Consistent with the requirements of this form, this information provided by the cable system is attached to and made a part of this filing by the local franchise authority. If no such attachments are filed with this form, the franchise authority certifies that the cable system operator failed to file the appropriate information with the local franchise authority within the specified time period, and requests that the FCC act upon the information as submitted.
- 4) In the event additional information relevant to the filing of this FCC Form 329 is obtained by the local franchise authority prior to the Commission taking final action thereon, the local franchise authority will immediately notify the Commission of such additional information and provide the same to the Commission.
- 5) The local franchise authority has filed this complaint with the Commission within 180 days of the date the rate increase became effective.

Brenda J. Trano
Name

Brenda J. Trano
Signature

20 June 96
Date

The Commission has obtained Office of Management and Budget (OMB) approval, under the emergency processing provisions of the Paperwork Reduction Act of 1995 (5 CFR 1320.13), of the information contained in this form. Approval is effective no later than the date that the summary for the Order and Notice of Proposed Rulemaking (CS Docket 96-85, FCC 96-154) appears in the Federal Register. Emergency OMB approval for the information collections expires June 30, 1996.

FCC FORM 329
CABLE PROGRAMMING SERVICES RATE COMPLAINT FORM
PLEASE READ THE INSTRUCTIONS PRIOR TO COMPLETING THIS FORM

All of the requested information must be provided to enable us to consider the complaint. Incomplete filings cannot be processed and will be returned.

Franchise Authority Name: The City of Las Vegas
Street Address: 400 E. Stewart Avenue
City Las Vegas **State** NV **Zip Code** 89101
Phone Number: 702/229-6281

Cable System Name: Community Cable TV, dba Prime Cable
Street Address: 121 S. Martin Luther King Blvd.
City Las Vegas **State** NV **Zip Code** 89106
Phone Number: 702/383-4000

FCC community unit identifier number for cable system. N V 0 0 1 6

Subscriber complaints regarding a rate increase to the cable programming services tier(s) were received by the local franchise authority within 90 days of the effective date of the increase. (If no, the complaint cannot be filed.)

YES **NO**

Specify in detail the cable programming services tier being complained about:
Standard Basic Service (see enclosed description of changes from Prime Cable).

The complaints referred to indicate the following increase(s):

Current rate: \$ 16.58 **Prior rate:** \$ 14.98
Effective date of increase: Feb. 1, 1996 (month, day, year)

Were any channels added to or dropped from the cable programming services tier concurrent with the increase in the rate?

YES **NO**

Indicate the number of channels added: 2

Indicate the number of channels dropped: 2

PAGE 2 - FCC FORM 329

CERTIFICATIONS:

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- 5) The local franchise authority has filed this complaint with the Commission within 180 days of the date the rate increase became effective.

Brenda J. Trainor
Name

Brenda J. Trainor
Signature

22 June 96
Date

The Commission has obtained Office of Management and Budget (OMB) approval, under the emergency processing provisions of the Paperwork Reduction Act of 1995 (5 CFR 1320.13), of the information contained in this form. Approval is effective no later than the date that the summary for the Order and Notice of Proposed Rulemaking (CS Docket 96-85, FCC 96-154) appears in the Federal Register. Emergency OMB approval for the information collections expires June 30, 1996.

FCC FORM 320
CABLE PROGRAMMING SERVICES RATE COMPLAINT FORM
PLEASE READ THE INSTRUCTIONS PRIOR TO COMPLETING THIS FORM

All of the requested information must be provided to enable us to consider the complaint. Incomplete filings cannot be processed and will be returned.

Franchise Authority Name: The City of Boulder City
Street Address: 401 California Avenue
City: Boulder City, **State:** NV **Zip Code:** 89005
Phone Number: 702/293-9202

Cable System Name: Community Cable TV, dba Prime Cable
Street Address: 121 S. Martin Luther King Blvd.
City: Las Vegas **State:** NV **Zip Code:** 89106
Phone Number: 702/383-4000

FCC community unit identifier number for cable system.

N V 0 0 1 7
_ _ _ _ _

Subscriber complaints regarding a rate increase to the cable programming services tier(s) were received by the local franchise authority within 90 days of the effective date of the increase. (If no, the complaint cannot be filed.)

YES NO

Specify in detail the cable programming services tier being complained about:
Standard Basic Service (see enclosed description of changes from Prime Cable).

The complaints referred to indicate the following increase(s):

Current rate: \$ 16.58 **Prior rate:** \$ 14.98
Effective date of increase: Feb. 1, 1996 (month, day, year)

Were any channels added to or dropped from the cable programming services tier concurrent with the increase in the rate?

YES NO

Indicate the number of channels added: 2

Indicate the number of channels dropped: 2

CERTIFICATIONS:

By signing this form the local franchise authority certifies to the FCC that, to the best of its knowledge and belief, the following is true and correct:

- 1) The local franchise authority has received subscriber complaints in accordance with the Commission's rules regarding a rate increase to the cable programming services tier(s) provided by the cable system within 90 days of the date of the increase first appearing on the subscriber's cable bill.
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- 5) The local franchise authority has filed this complaint with the Commission within 180 days of the date the rate increase became effective.

Brenda J. Trainer
Name

Brenda J. Trainer
Signature

20 June 96
Date

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All of the requested information must be provided to enable us to consider the complaint. Incomplete filings cannot be processed and will be returned.

Franchise Authority Name: The City of North Las Vegas
Street Address: 2200 Civic Center Drive
City: North Las Vegas **State:** NV **Zip Code:** 89030
Phone Number: 702/649-5811

Cable System Name: Community Cable TV, dba Prime Cable
Street Address: 121 S. Martin Luther King Blvd.
City: Las Vegas **State:** NV **Zip Code:** 89106
Phone Number: 702/383-4000

FCC community unit identifier number for cable system. N V 0 0 4 0

Subscriber complaints regarding a rate increase to the cable programming services tier(s) were received by the local franchise authority within 90 days of the effective date of the increase. **YES** **NO**
(If no, the complaint cannot be filed.)

Specify in detail the cable programming services tier being complained about:
Standard Basic Service (see enclosed description of changes from Prime Cable).

The complaints referred to indicate the following increase(s):

Current rate: \$ 16.58 **Prior rate:** \$ 14.98
Effective date of increase: Feb. 1, 1996 (month, day, year)

Were any channels added to or dropped from the cable programming services tier concurrent with the increase in the rate? **YES** **NO**

Indicate the number of channels added: 2

Indicate the number of channels dropped: 2

PAGE 2 - FCC FORM 329

CERTIFICATIONS:

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- 5) The local franchise authority has filed this complaint with the Commission within 180 days of the date the rate increase became effective.

Brenda J. Trainor
Name

Brenda J. Trainor
Signature

20 June 96
Date

The Commission has obtained Office of Management and Budget (OMB) approval, under the emergency processing provisions of the Paperwork Reduction Act of 1995 (5 CFR 1320.13), of the information contained in this form. Approval is effective no later than the date that the summary for the Order and Notice of Proposed Rulemaking (CS Docket 96-85, FCC 96-154) appears in the Federal Register. Emergency OMB approval for the information collections expires June 30, 1996.

FCC FORM 320
CABLE PROGRAMMING SERVICES RATE COMPLAINT FORM
PLEASE READ THE INSTRUCTIONS PRIOR TO COMPLETING THIS FORM

All of the requested information must be provided to enable us to consider the complaint. Incomplete filings cannot be processed and will be returned.

Franchise Authority Name: The City of Henderson
Street Address: 240 Water Street
City: Henderson **State:** NV **Zip Code:** 89015
Phone Number: 702/565-2323

Cable System Name: Community Cable TV, dba Prime Cable
Street Address: 121 S. Martin Luther King Blvd.
City: Las Vegas **State:** NV **Zip Code:** 89106
Phone Number: 702/383-4000

FCC community unit identifier number for cable system. N V 0 0 4 1

Subscriber complaints regarding a rate increase to the cable programming services tier(s) were received by the local franchise authority within 90 days of the effective date of the increase. YES NO
(If no, the complaint cannot be filed.)

Specify in detail the cable programming services tier being complained about:
Standard Basic Service (see enclosed description of changes from Prime Cable).

The complaints referred to indicate the following increase(s):

Current rate: \$ 16.48 **Prior rate:** \$ 14.98
Effective date of increase: Feb. 1, 1996 (month, day, year)

Were any channels added to or dropped from the cable programming services tier concurrent with the increase in the rate? YES NO

Indicate the number of channels added: 2

Indicate the number of channels dropped: 2

PAGE 2 - FCC FORM 329

CERTIFICATIONS:

By signing this form the local franchise authority certifies to the FCC that, to the best of its knowledge and belief, the following is true and correct:

- 1) The local franchise authority has received subscriber complaints in accordance with the Commission's rules regarding a rate increase to the cable programming services tier(s) provided by the cable system within 90 days of the date of the increase first appearing on the subscriber's cable bill.
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- 5) The local franchise authority has filed this complaint with the Commission within 180 days of the date the rate increase became effective.

Brenda J. Trainor
Name

Brenda J. Trainor
Signature

30 June 96
Date

The Commission has obtained Office of Management and Budget (OMB) approval, under the emergency processing provisions of the Paperwork Reduction Act of 1995 (5 CFR 1320.13), of the information contained in this form. Approval is effective no later than the date that the summary for the Order and Notice of Proposed Rulemaking (CS Docket 96-85, FCC 96-154) appears in the Federal Register. Emergency OMB approval for the information collections expires June 30, 1996.



ACCOUNT NUMBER	BILLED FROM	BILLED TO	DATE DUE	INCLUDEMENTS RECEIVED BY
26708-369433-01-7	2/15/96	3/15/96	02/24/96	2/09/96

FOR- 1961 FAIRHAVEN ST

1/15	BEGINNING BALANCE	51.66
1/31	PAYMENT-THANK YOU	51.66-
2/15- 3/15	BROADCAST BASIC	7.27
2/15- 3/15	REGULATORY FEE	.04
2/15- 3/15	STANDARD BASIC	16.58
2/15- 3/15	REMOTE CONTROL	.93
2/15- 3/15	CONVERTER	4.94
2/15- 3/15	ADD'L OUTLET(S)	.00
2/15- 3/15	PRIME 3	23.90

2/15	BALANCE MONTH END	53.26
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FEB 15 THRU MAR 15, 1996

THIS BILL REFLECTS THE INCREASE OF \$1.60 IN THE STANDARD BASIC RATE AS NOTICED IN YOUR DECEMBER BILLING STATEMENT. COMMENTS MAY BE MADE WITHIN 45 DAYS TO THE FCC AT THE ADDRESS NOTED ON THE REVERSE SIDE OF YOUR BILL.

WATCH FOR THE HISTORY CHANNEL ON CHANNEL 43 AND THE SCI-FI CHANNEL ON CHANNEL 45.

CUSTOMER SERVICE-CALL-383-4000-24-HRS. DRIVE-UP SERVICE M-F 7AM-7PM SAT 9AM-4PM. A \$7.50 LATE FEE IS CHARGED ON OUTSTANDING BALANCES 10 DAYS AFTER THE DUE DATE.

AT PRIME CABLE, COMMITMENT TO CUSTOMER SATISFACTION IS OUR SOLE PURPOSE. WE PLEDGE OUR CONSTANT QUALITY, SERVICE AND COMMITMENT TO YOU IN OUR CUSTOMER SERVICE GUARANTEE PROGRAM. WE GUARANTEE YOUR COMPLETE SATISFACTION WITHIN 30 DAYS OF YOUR INSTALLATION OR YOUR MONEY BACK.

WE GUARANTEE YOUR CONNECTION WILL BE SCHEDULED WITHIN TWO WORKING DAYS DURING ONE OF OUR CONVENIENT INSTALLATION WINDOWS, OR YOUR PRIMARY INSTALLATION WILL BE FREE.

WE GUARANTEE THAT PRIME CABLE WILL PROVIDE YOU RELIABLE CABLE RECEPTION WITH HIGH QUALITY PICTURES. IN THE EVENT YOU LOSE SERVICE BECAUSE OF A CABLE SYSTEM AREA FAILURE FOR MORE THAN TWO HOURS, YOU WILL RECEIVE CREDIT FOR THE FULL DAY.

WE PROVIDE CONVENIENT APPOINTMENT WINDOWS FOR YOUR SERVICE CALLS. IF WE FAIL TO MEET THE SCHEDULED APPOINTMENT WINDOW, YOU WILL RECEIVE A \$20 CREDIT.

state... month. Should you find an inaccuracy, please bring it to our attention within 30 days so we can correct it. Please pay all amounts, not in dispute, by the due date in order to keep your account current.

LATE OR MISSING PAYMENTS

Paying your bill by the monthly "Due Date" should enable your payment to be processed before your next billing statement. Payments received in our office after the "Due Date" may not appear on your next statement and may result in a final notice and administrative fee being applied on your next billing statement. If you feel a payment is missing, you can check with our office so that we may investigate it further.

FCC AND FRANCHISE AUTHORITY INFORMATION

Federal Communications

Commission

Cable Services Bureau
Consumer Protection Division
1919 M Street, N.W.
Washington, D.C. 20554
(202) 416-0856

Clark County

Regional Cable Manager
500 S. Grand Central Parkway
Las Vegas, Nevada 89155
455-3530
FCC Community Unit is: NV0015

The City of Las Vegas

400 E. Stewart Avenue
Las Vegas, Nevada 89101
229-6281
FCC Community Unit is: NV0016

The City of Boulder City

401 California Avenue
Boulder City, Nevada 89005
293-9202
FCC Community Unit is: NV0017

The City of Henderson

240 Water Street
Henderson, Nevada 89015
565-2323
FCC Community Unit is: NV0018

The City of North Las Vegas

2200 Civic Center Drive
North Las Vegas, Nevada 89030
649-5811
FCC Community Unit is: NV0040

FRANCHISE FEES ARE ASSESSED AS REQUIRED BY FRANCHISE FOR THE USE OF CITY RIGHTS OF WAY AND FOR THE REGULATION AND OVERSIGHT OF CABLE TELEVISION SERVICE BY THE FRANCHISE AUTHORITY.



Ms. Brenda Trainor
Regional Telecommunications Manager
Office of the County Manager
550 S. Grand Central Parkway, 6th Floor
Las Vegas, Nevada 89155

November 30, 1995

Dear Ms. Trainor:

Prime Cable of Las Vegas has always responded to our subscribers. In the past we have responded to the requests of our subscribers by adding key channels like Prime Sports Network, USA and FX to our Broadcast Basic channel line-up. Adding Disney as part of our Standard Basic Service along with channels like the Learning Channel, ESPN-II, and others was done with our customers in mind.

Once again we are responding to the requests of our subscribers. Our customers have repeatedly asked for the addition of two key channels SCI-FI and the History Channel. We are proud to say as of February 1, 1996 we will be adding the History Channel and SCI-FI on channels 43 and 45 respectively. To accommodate these two new additions, Bravo and Viewers Choice Pay Per View, two of our least viewed channels, will be dropped. Some other channel positions will change as a result of these additions. Please see the attached channel line-up for complete information. At the same time we will also be replacing the Prevue Guide with TV Guide On Screen. We will also replace Adam and Eve Pay Per View with Adultvision on channel 61.

In addition to the changes mentioned above, we want to let you know of a rate adjustment we are making at Prime Cable of Las Vegas. Such changes result, in part, from past investments in new technology and increased operating costs such as fees paid to program suppliers and inflation. Prime Cable will be adjusting its rates effective February 1, 1996.

Over the past year we have elected to make significant upgrades to our delivery system, our customer service, and our commitment to the community. In particular:

- * We have allotted over \$4 million dollars in capital expenditures to provide the most up-to-date services possible to Southern Nevada.
- * On March 1 of this year we launched our On-Time Guarantee Program which pledges to provide the best service to our subscribers.
- * We have committed over \$50,000 this past year to education in Southern Nevada through our Cable in the Classroom efforts and now provide over 550 hours of commercial free educational TV each month at no cost to junior and senior high schools.

As competition in telecommunications grows, we at Prime Cable understand how important it is to offer the best possible service at the best possible price. However, like every business in town, we are sometimes faced with increased operating costs, which make minimal rate adjustments necessary.

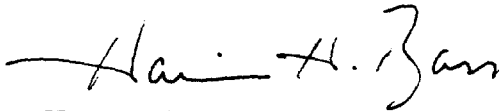
Prime Cable's new rate structure remains consistent with rate regulations established by the Federal Communications Commission. While we regret the need to adjust our rates, cable service still remains an exceptional value.

pp. 2 of 2
Information Letter

In total, those with standard basic service will see an increase of \$1.60 per month. Those with broadcast basic only will not see any increase in their bills. However, customers will no longer see an additional line item for wire maintenance, but rather one charge for broadcast basic. This change will not impact Prime's wire maintenance responsibilities.

We believe we continue to supply to our customers the best service at the best rates possible. I would be happy to discuss this matter further, at your convenience. Please feel free to contact me directly.

Sincerely,

A handwritten signature in cursive script, reading "Harris H. Bass". The signature is written in dark ink and is positioned above the printed name and title.

Harris H. Bass
VP & General Manager

BILL INSERT TO ALL SUBS

Dear Valued Customer:

Additional Channels

Prime Cable is pleased to announce the addition of two new channels on February 1, 1986. In responding to the needs of our customers, the History Channel and the Sci Fi Channel will be added to channels 43 and 45, respectively. To accommodate these two new additions, Bravo and Viewer's Choice Pay Per View, two of our lowest viewed channels will be dropped. Some other channel positions will change as a result of these additions. Please see the attached channel line-up for complete information.

Other Channel Changes

TV Guide On Screen will replace Prevue Guide on channel 34 and Adultvision will replace Adam and Eve Pay Per View on channel 61.

Rate Adjustment

Prime Cable will also be adjusting the rates you pay for your cable service effective February 1, 1986. This rate change is necessary to cover past increases in fees paid to program suppliers, increased operating costs, and inflation.

While we regret the need to adjust our rates, cable service still remains an exceptional value when compared to other operators.

	# Standard Channels	Rates	Cost Per Channel
Salt Lake City	33	\$21.19	\$0.64
Phoenix	40	\$24.25	\$0.61
L.A. area	50	\$27.64	\$0.55
Sacramento	51	\$25.32	\$0.50
Las Vegas	47	\$23.85	\$0.51

How your bill will change

- **Broadcast Basic.** You will no longer see two line items for broadcast basic and wire maintenance, but rather one charge for broadcast basic which includes wire maintenance. The billing amount of \$7.27 will remain the same.
- **Standard Basic Service.** Your billing amount will increase from \$14.98 to \$16.58, which we believe to be lower than the FCC allowable rate.

We at Prime Cable value your patronage and desire to keep our rates competitive while providing the best possible service. Our Customer Service Guarantees, including on-time repair and installation appointments, will continue as we strive to bring you the best possible customer service. Prime Cable will continue to support local education through our "Cable in the Classroom" initiative that brings over 500 hours of commercial free educational programs to our local secondary schools each month.

Complaints regarding the Standard Basic rates or service may be filed with the FCC within 45 days of the date the rate change is reflected on your bill at the address on the reverse side of your billing statement.

We value you as a customer and appreciate the opportunity to provide your cable service. Please feel free to return your comments with your payment or call us at 383-4000.



Ch. 2~ KUPN (Ch. 21 - Independent)
Ch. 3~ KVBC (NBC)
Ch. 4 Government Access/UNLV TV
Ch. 5~ KVVU (FOX)
Ch. 6~ KPBT (Ch. 33 - Independent)
Ch. 7 WTBS
Ch. 8~ KLAS (CBS)
Ch. 9~ KBLR - Telemundo
Ch. 10~ KLVX (PBS)
Ch. 11~ WGN
Ch. 12 FX
Ch. 13~ KTNV (ABC)
Ch. 14~ The Weather Channel
Ch. 15 KQVC - Unlabeled
Ch. 16~ UTA Network
Ch. 17~ Prime Sports

Ch. 18~ TNT
Ch. 19~ ESPN
Ch. 20 CNN
Ch. 21~ Nickelodeon
Ch. 22 CNN - Headline News
Ch. 23~ American Movie Classics
Ch. 24~ Comedy Central
Ch. 25~ The Discovery Channel
Ch. 26~ Lifetime
Ch. 27~ Black Entertainment Television
Ch. 28~ The Disney Channel
Ch. 29~ The Nashville Network/CMT
Ch. 30~ MTV
Ch. 31~ ESPN 2

- Stereo

Ch. 32~ Arts & Entertainment
Ch. 33~ VH-1

Ch. 35 CNBC
Ch. 36~ E! Entertainment Television
Ch. 37 The Family Channel
Ch. 38~ HBO 1
Ch. 39~ HBO 2
Ch. 40~ HBO 3

Ch. 44 QVC

Ch. 46 Faith & Values
Ch. 47 America's Talking
Ch. 48 Metro 1
Ch. 49 C-SPAN
Ch. 50 The Learning Channel
Ch. 51 The Travel Channel
Ch. 52 Home Theater Previews
Ch. 53 Leased Access

Ch. 55+~ Home Theater
Ch. 56+~ Home Theater
Ch. 57+~ Home Theater
Ch. 58+~ Home Theater
Ch. 59+~ Home Theater
Ch. 60+~ Spice

* Optional (Premium Service)

+ Pay Per View Effective 2/01/96

Date of Complaint	Phone or Formal Letter	Name	Address	Phone	Reason of Complaint	Action Taken and Date
2/14/96	phone/bjt	Don Raatz	7561 Hollow Court Las Vegas 89128	796-0135	rate increase	just wanted to be on record objecting to rate increase
2/16/96	phone/ljc	Harry Grabarek	8713 Litchfield Las Vegas NV 89134	255-1146	rate increase	wanted to go on record of rate increase
2/16/96 returned call 2/20/96	phone/bjt	Richard Dorn	10044 Netherton Dr. Las Vegas NV 89134	242-4444	rate increase	wanted to go on record for rate increase
2/16/96	phone/bjt	Beth Turner	5500 Gulf Spring Court LV NV 89130	656-3510	rate increase	wanted to go on record for rate increase
2/20/96	phone/ljc	Armenoohi Dottor	2748 Topaz Ct LV NV 89121	457-0250	rate increase	wanted to go on record for rate increase
2/20/96	phone/ljc	James H. Clark	2012 Sunland Ave LV NV 89106	383-9513	rate increase	wanted to go on record for rate increase
2/20/96	phone/ljc	N. K. Francisco	455` El Rio Dr. LV NV 89121	451-4532	rate increase	wanted to go on record for rate increase
2/20/96	phone/ljc	Barney Sutter	3670 Highland LV NV 89103	257-7546	rate increase	wanted to go on record for rate increase
2/21/96	phone/ljc	Frank Trew	Mail: P. O. Box 50351 HD NV 89016 5340 Rod Court #103 LV NV 89	641-8464 (am) 451-6969 after 2:00	rate increase	wanted to go on record for the rate increase

2/23/96	phone/ljc	Helen Togher	4505 Crimson Leaf Dr LV NV 89130	645-5666	rate increase--wanted Bravo did not want SciFi reruns	wanted to go on record for rate increase and raise objection to SciFi channel reruns.
2/16/96	phone/kelly	Mr. Near	no address-I tried to call back 2 times and was unsuccessful in getting any more information--that's why this is late	254-3825	rate increase	wanted to object to rate increase
2/26/96	phone	John Monteione	3213 Sabrina Ct LV NV 89117	363-0569	rate increase	wanted to file complaint with FCC
2/8/96	phone	Horace Main	3784 E. Russel Rd. LV, NV 89120	435-7444	rate increase	wanted to voice their opinion
2/8/96	phone	Stanley J. Brostrom	4299 Mont Dale Avenue LV NV 89121	451-9018	rate increase	wanted explanation of rate increase; not happy
2/6/96	phone	Norma Goudie	601 6th Street BC NV 89005	no phone provided	rate increase	opposition to rate increase
1/31/96	phone	Darrel Smith	3216 Arlene Way Apt A LV NV 89108	658-4252	rate increase	feels rate increase is unwarranted
1/31/96	phone	Gloria Dean	4901 Fiesta Lakes St LV NV 89130	645-1958	rate increase	opposition to rate increase
1/31/96	phone	Dee Hoff	2485 W Wigwam Avenue #102 LV NV 89123	896-4874	rate increase	unhappy with rate increase

1/31/96	phone	Nettie Williams	6457 Newville Avenue	871-7691	rate increase	senior citizen - unhappy with rate increase
1/31/96	phone	Robert Schnackner	9549 Gold Bank Dr LV NV 89134	228-9510	rate increase	unhappy with rate increase
2/15/96	letter	Bert Robbertze	3662 Spring Willow Ct LV NV 89117	not given	rate increase	senior citizen - opposes rate increase
2/09/96	phone	Henry Schlacks	1621 Pawnee Dr LV NV 89109	735-2279	rate increase	doesn't want rate increase - senior citizen
2/09/96	phone	Verla Burns	400 Brush St #131 LV NV 89107	no phone	rate increase	high price/constant reruns - rate increase
2/9/96	phone	Dennis Goodman	5609 Avenida Silla LV NV 89108	656-1400	rate increase	not happy with rate increase
2/9/96	phone	Charles Afflitto	7950 W Flamingo Rd #1057 LV NV 89117	no phone	rate increase	unhappy with rate increase
2/6/96	phone	H. M. Silverstein	P O Box 93882 LV NV 89193-3882	897-9743	rate increase	wanted to register complaint
2/09/96	letter	Abraham Suppe'	5200 Costabella Lane LVNV 89130	no phone	rate increase	complaint on rate increase
2/9/96	letter	Michael Pullo	1843 Teak Court Henderson NV 89104	no phone	rate increase	wanted to make formal complaint on rate increase
2/14/96	letter	Carolyn Danzig	55 Princeville Lane LV NV 89113d	362-1079	rate increase	unhappy about rate increase

2/14/96	letter	Peter & Barbara Aarsonson	8305 Bermuda Beach LVNV 89128	228-5600	rate increase	unhappy with rate increase - wants explanation
2/12/96	mail	Nicholas Bravata	4501 Crimson Leaf Dr LV NV 89130	none	rate increase	opposes rate increase
2/14/96	mail	Emma Minzes	3371 Vema Dr LV NV 89121	456-2835	rate increase	no rate increase
1/31/96	mail	Connie LaDuca	5350 E Tropicana Ave Apt 58 LV NV 89122	433-7768	rate increase	unhappy with rate
1/29/96	phone	Henry Mercer	8137 Tone Street LV NV 89123	897-0712	rate increase	complaint against rate increase
2/01/96	mail	Andrew Bodi	1778 Laurel Oak Dr LV NV 89123	896-6507	rate increase	unhappy with rate increase
2/27/96	mail	Walter P. Casamento	Box 34475 LV NV 89133	none	rate increase	unhappy with rate increase and reruns
2/01/96	phone	Ann E Collier	4310 Sanderling Cir Unit 100 LV NV 89103	876-8974	rate increase	unhappy with rate increase
2/26/96	phone	Oran Cook	2500 Rocky Plains Dr LV NV 89134	486-3654	rate increase	opposed to rate increase
2/ /96	mail	Cyril Handler	8455 W Sahara Ave #165 LV NV 89117-1841	none	rate increase	opposed to rate increase
2/25/96	mail	Jack C Howard	1950 N Walnut Rd #125 LV NV 89115	none	rate increase	opposed to rate increase

2/25/96	mail	Dolores Marinelli	5242 Misty Morning Dr LV NV 89118	none	rate increase	unhappy with rate increase
2/08/96	phone	Dorothy Nichols	P O Box 13314 LV NV 89112	none	rate increase	disconnected service due to rate increase - unfair
2/26/96	mail	Connie Ruiz	5216 Casco Way LV NV 89107	none	rate increase	no rate increase
2/21/96	phone	Chris Christoff	none given	253-8986	rate increase	going to put on consumer airway about unjust rate increase
3/06/96	mail	Michael Yurasko	3407 Bristlecone St LV NV 89102	none	rate increase	unhappy with rate increase
3/04/96	phone	Mell Noce (Joseph)	2013 Big Bend Way Henderson 89104	458-2450	rate increase	opposes rate increase - why?
3/04/96	phone	Victor Palermo	4550 W Sahara Ave #1188 LV 89102-3611	870-1814	rate increase	unhappy with rate increase
3/11/96	phone	Jutta Grumm	101 N Pala Verde Dr Henderson 89015	564-1474	rate increase	opposes rate increase